

Travel – VO

Unified Contact Solutions from Noble Systems®

Improve Agent Productivity, Manage Owner Accounts & Increase New Sales ...

Noble Systems offers powerful technology solutions for the **Travel & Vacation Ownership industry** that can help you increase your contact rates, enhance efficiencies, and streamline program management. Our enterprise solution gives you the tools you need to manage telemarketing, customer service and reservations, and collections in one integrated package. Noble can help you expand agent productivity, use resources more effectively, monitor system activity, manage existing accounts, and deliver improved sales results.



- > Increase Productivity with More Right-Party Contacts & Caller ID
- > Manage Telemarketing, Customer Service, Reservations & Collections in One Single Integrated Platform
- > Improve Efficiency through Advanced Call Pacing Algorithms to Make More Presentations per Hour
- > Schedule Appointments Easily with Integrated Calendar-based Appointment Setting Tools
- > Increase Close Rates with Skills-based Routing to Send Prospects to More Successful Agents First
- > Manage Scripts and Changes and Save on Programming Resources with a Flexible Custom Development Tool
- > Improve Quality with Workforce Management, Integrated Agent Monitoring & Digital Call Recording
- > Enable Self-Service for Owners & Save Agent Resources by Offering Personalised Notifications & Interactive Payment and Reservation Tools
- > Manage Regulatory & Legislative Compliance with our PCI-Ready Platform & Compliance Tools
- > Create A Unified Environment for All Outbound & Inbound Communications via Multimedia Voice, Email, & Web Services
- > Gain the Power of a Stable, High-Transaction Platform
- > Maximise Performance with the Dynamic Management Suite

“ Since installing Noble, **outbound call volume** for collections has **increased by 83%**, followed by an *overall rise in delinquent dollars collected*. On the sales side, agents are giving a **greater number of presentations per shift**. Real-time monitoring has been instrumental in *improving quality control*. Productivity and efficiencies have increased throughout our collections & sales teams. ”

“ We have found an *outstanding call centre partner* in Noble Systems. The system meets our needs for data exchange, giving our service agents *access to customer records* and to a variety of package details. Noble gives us the ability to keep the *information at their fingertips*. The Linux platform provides a **stable environment** and helps us **minimise downtime**. ”

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Build Productivity with More Right-Party Contacts

Noble's communications platform uses one of the industry's most advanced dialling algorithms and superior tone and voice detection to drive agent productivity rates. With 98%+ answering machine detection, and busy, no answer, and disconnect recognition, agents receive only live parties instead of unproductive numbers.

Increase Response Rates through Automated Messaging

Outbound messaging and text-to-speech tools help ensure that agents are talking to qualified parties. For more efficient service, the Noble suite can be integrated with your billing software or database to provide account information and payment options, and to record contact results automatically, without engaging agent resources.

Enable Customer Self-Service with Personalisation & Interactive Tools

Automated messaging can be used to notify owners of new opportunities, to verify new accounts, and to send vacation reminders. Self-service menus allow owners to respond immediately with automated functions, such as payment processing. Inbound options allows owners to make account changes or even schedule a vacation – all without requiring a live agent.

Improve Service Levels with Effective Contact Routing

The use of skills-based routing can increase your service results by routing calls based on agent skills. Sales calls can be sent to more effective closers, or route calls for new and existing owners to different groups. Agent-specific callbacks are also supported. Digital recording tools capture orders for later verification and customers can be transferred as needed, without hanging up and dialling another number.

Create a Unified Environment for All Communications

Agents can be assigned to handle both outbound and inbound calls at the same time, promoting increased efficiency. Dialling automatically adjusts to fluctuating call volumes while optimising agent activity. Integration with our built-in database, or with your existing systems, ensures that your customer account records are maintained with up-to-the-second accuracy. Email and web support help you provide completely unified services for multimedia channels.

Maximise Performance with the Dynamic Management Suite

Manage all of your owner activities with our comprehensive Management Suite. Designed in a user-friendly environment, our manager tools allow users to build scripts, control centre resources, monitor real-time performance, and create custom reports, without requiring high-level IT experts.

- > Predictive Dialler & Inbound ACD
- > Universal Queue & Blended Contacts
- > Integrated Relational Database with Complete Contact Histories
- > Customised Scripts & Agent Desktops
- > 'Virtual' Agents
- > Appointment Setting Tools
- > Agent-Specific Callback Scheduling
- > IVR & Text-to-Speech for Automated Messaging and Owner Self-Service
- > Interactive Menu Options for Account Changes & Payments
- > Digital Voice & Screen Recording, plus Interaction Analytics
- > Answering Machine Detection
- > Skills-Based Routing
- > Multiple Phone Numbers per Owner
- > Reservations & Billing System Interfaces
- > Internal & External Call Transfers
- > Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- > Credit Authorisations & Processing
- > Workforce Management, Time Tracking & Payroll Reporting
- > Regulatory Compliance Tools in a PCI-Ready Platform

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact centre technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 4,000+ client installations worldwide using the award-winning Noble® platform for inbound/outbound/blended communications. The scalable, integrated Noble® solutions include advanced ACD and predictive dialling; unified contact processing for voice, email and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting and workflow, workforce management and real-time reporting and management tools. Call +61 02 8222 0500 or visit Noble Systems online at www.noblesystems.com.

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